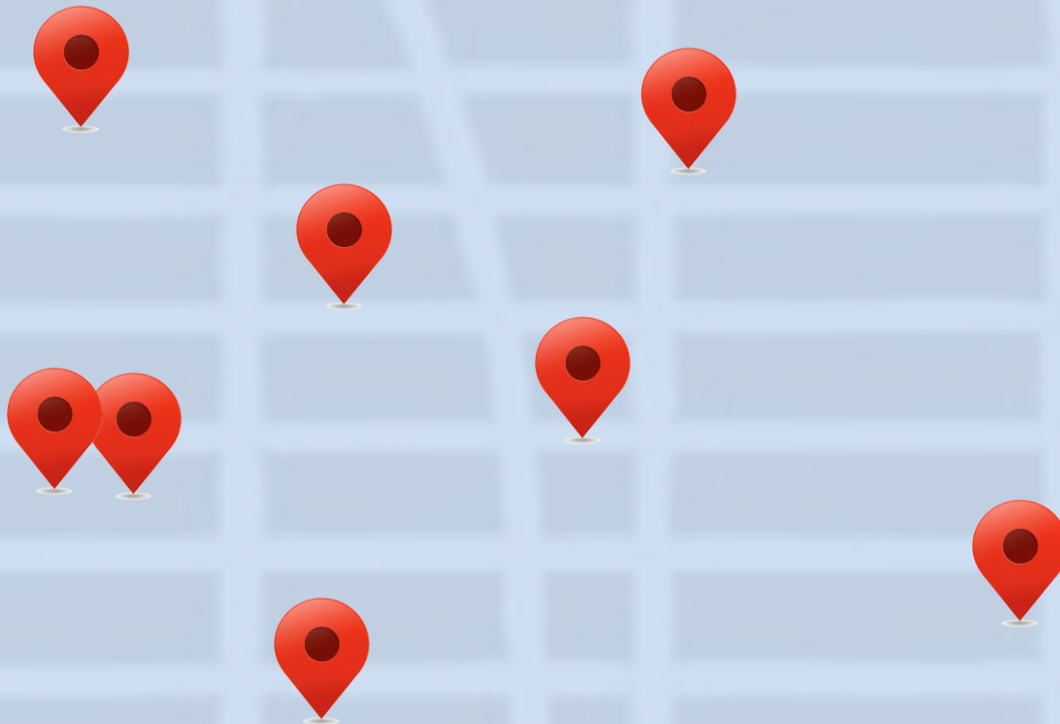


What to Expect When You're...



Going Mobile!



GSA Public Building Service
National Capital Region
Office of Planning and Design Quality

Why You're Here

Chances are you already know...or think you do

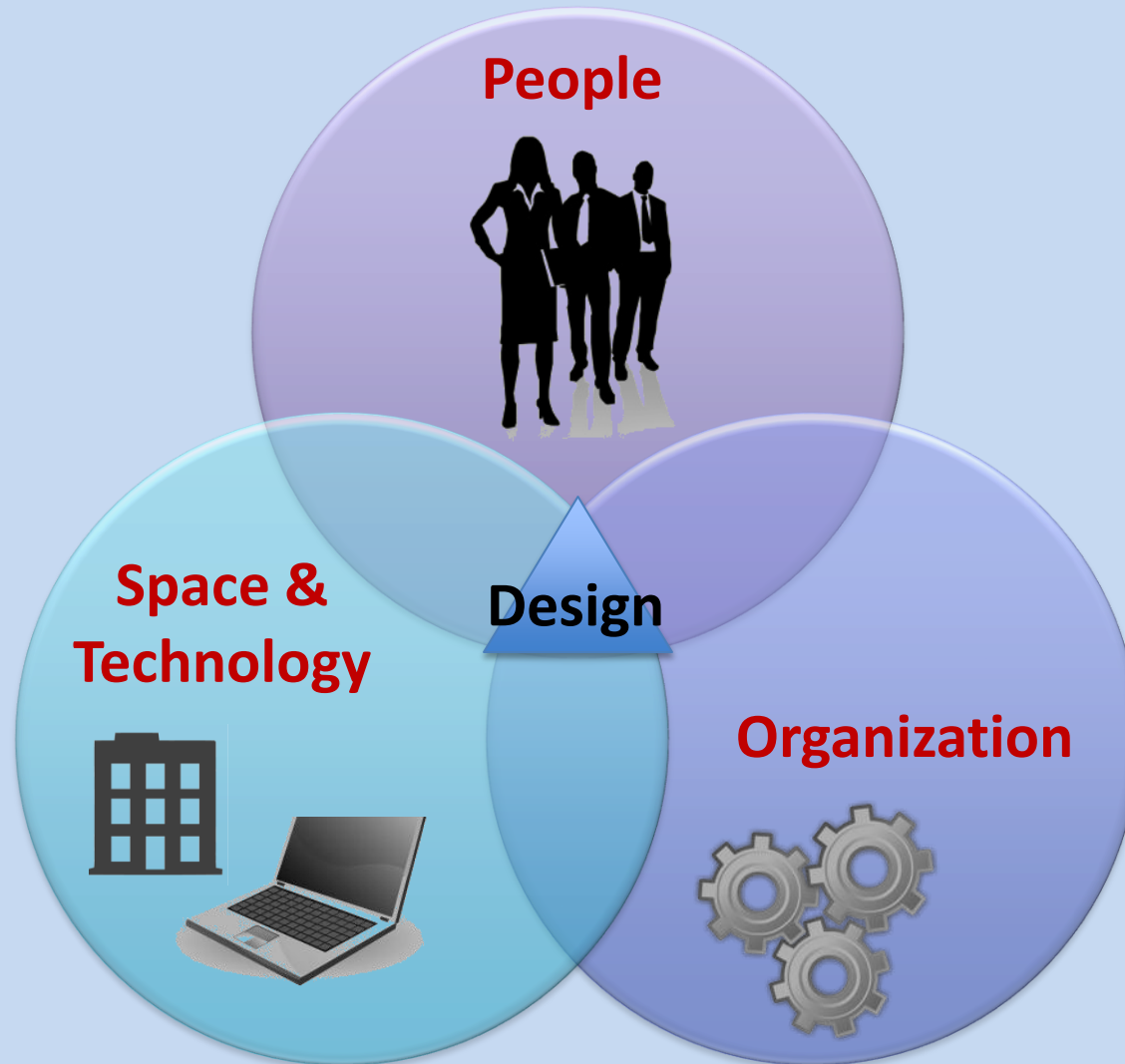
Hiring/Pay Freezes
Sequestration

Executive Orders
OMB Mandates

Prospectus Requests
Agency Consolidation



Three Things to Consider



...and big ideas to remember:

- think this through!**
- it's not a one-size-fits-all solution**
- change takes time; plan for it**
- communicate early and often**
- it's not just about saving money!**
- we can design and build anything**

People First

Recognize that “change” triggers fear and confusion

Blurred boundaries between
work and place

Loss of privacy (acoustical/visual)

Reduced personal space

Loss of status symbols

Reduced productivity



People First

Be ready to answer “What’s in it for me?”

Personal

More flexibility / choice

Better work-life balance

Increased independence

Healthier environment



Professional

Improved collaboration

Enhanced productivity

Easier communication

Increased workplace equality

Organizations Must Adapt

... and actively manage change

Private offices

Sight-line supervision

Accountability

Managing work product

Personnel issues

Visual and acoustical disruptions

Organizational transparency

Organizations Must Adapt

...and articulate the benefits at the enterprise level

Reduced fixed costs (Rent, O&M)

Reduced fleet costs

Enhanced innovation

Increased productivity

Reduced carbon footprint

Better connectivity / technology

Attracting and retaining talent

Succession planning

Continuity of operations (COOP)

Space & Technology

Existing buildings typically do not support mobility

Traditional floor plans (private offices, enclosed corridors)

Inadequate technology

Antiquated infrastructure

Inflexible furniture

Environmental mitigation

Historic building constraints

Space & Technology

Design spaces based on work functions vs. hierarchy

Encourage collaboration

Reduce scheduling conflicts

Increase efficiency

Improve connectivity

Reduce need for in-person meetings

Enable impromptu interactions

Now that you've made the decision...



Where do we start?

What are our options?

How do we get there?

Where do we start?

People + Organization

Engage the organization

Assess existing work patterns

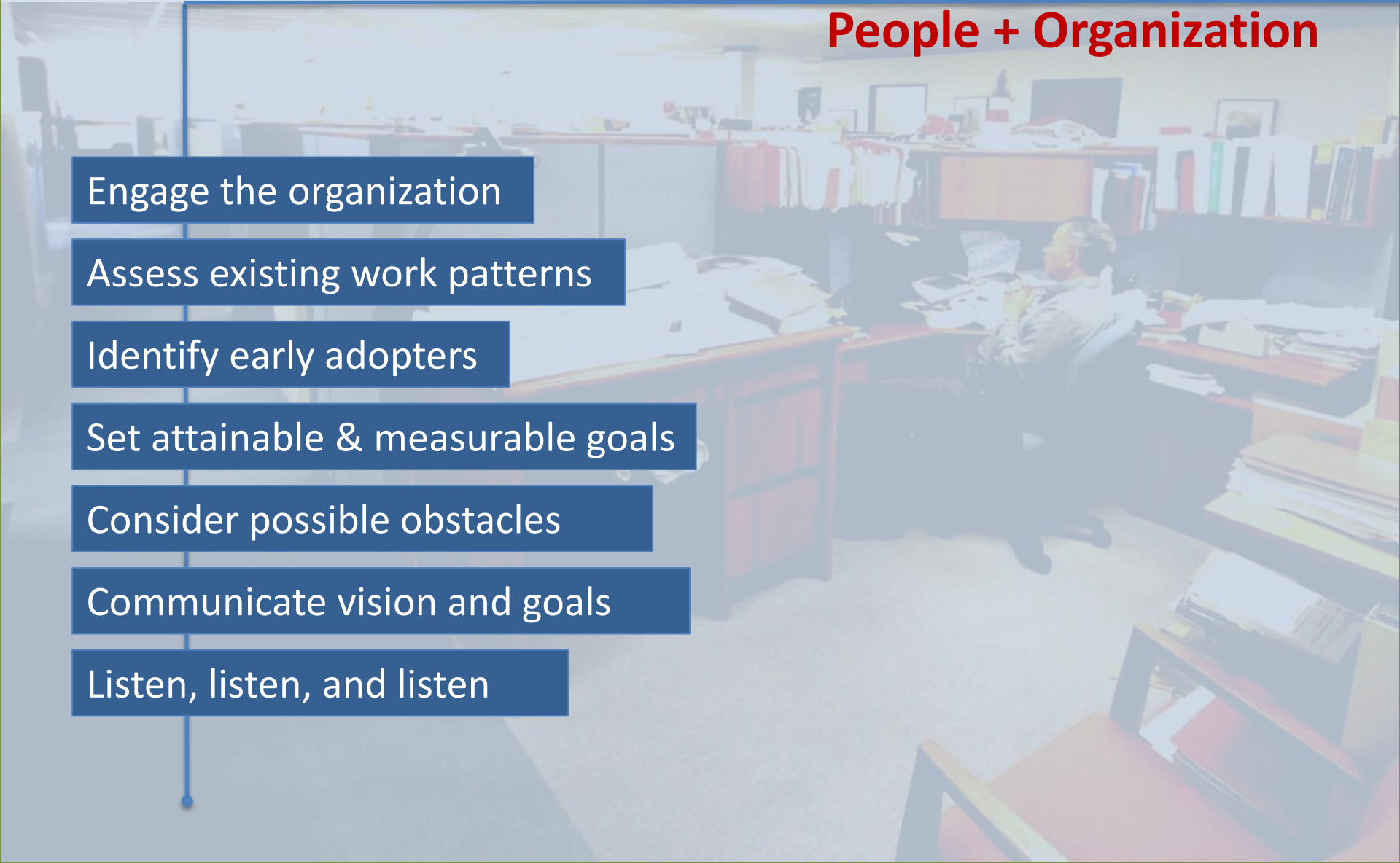
Identify early adopters

Set attainable & measurable goals

Consider possible obstacles

Communicate vision and goals

Listen, listen, and listen



Where do we start?

Assess existing conditions against future vision

Inventory furniture & IT

Understand building capacity

Assess adequacy of support space

Complete a Building Assessment Report

Complete Historic Structures Report

Assess lease expirations/prospectus cycle

Estimate costs against your budget

What are our options?

Right-sizing to your agency

GSA's Work Pattern Methodology

Design & allocate space based on how people work.



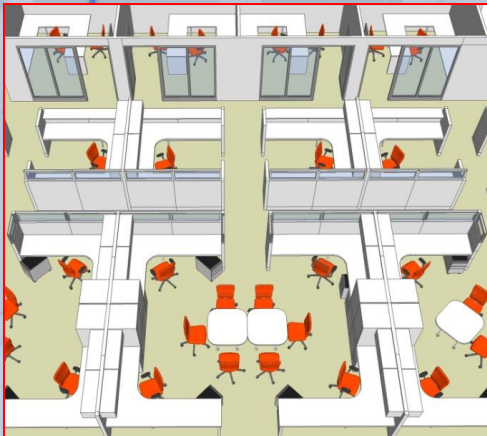
Desk Bound



Internally Mobile



Externally Mobile



How do we get there?

Lead by example

Create policies to enable mobility

Establish mobile workplace protocols

Promote and support tele-work

Create metrics to show benefits

Actively manage productivity

Create an environment of “benefits”
vs. entitlements

Start practicing now.

How do we get there?

Design + Implementation

Design

Programming

Blocking & Stacking

Design

Furniture

Documentation

Change Engagement

Employee Surveys

Expert Walk-thru

Leadership Interviews and
Visioning Sessions

Focus groups / Working Groups

Tours & Training

Communications

Post Occupancy Evaluation

Practice what you Preach

Federal Case Studies



EOP Office of Administration



USDA Forest Service



GSA Headquarters

EOP – Office of Administration

Before

Relocated from WH campus post 9/11

Space did not support the organization

Organization were removed from their constituents

Technology limited flexibility and mobility

Poor quality environment and lighting

EOP – Office of Administration

After

Promotes engagement/knowledge sharing

Reintegrates OA with WH campus

Provides access to amenities and support spaces

Improves UR from 200 sf/pp to 125 sf/pp

Reduces annual rent costs by \$1 M

USDA – Forest Service

Before

Staff offices were dispersed in DC and VA

The office environment and lighting were poor

Space did not reflect the mission

Lacked sufficient support space

Antiquated space and technology

USDA – Forest Service

After

Recognizes diversity in work styles

Expands telework and desk sharing

Reduces annual rent cost by \$5M

Reduces space by 48%

Improves collaboration

Environments branded around mission

Eliminates need for fleet service

100% Staff engagement in change process

GSA – Headquarters (1800 F)

Before

100% assigned seats at 1:1 ratio

Space didn't reflect changing culture

Lacked variety in work settings

Separated business units located in distant leases

Dominated by inflexible private offices/suites

GSA – Headquarters (1800 F)

After

20% Assigned / 80% Hoteling

Increases collaboration

Provides multiple work environments

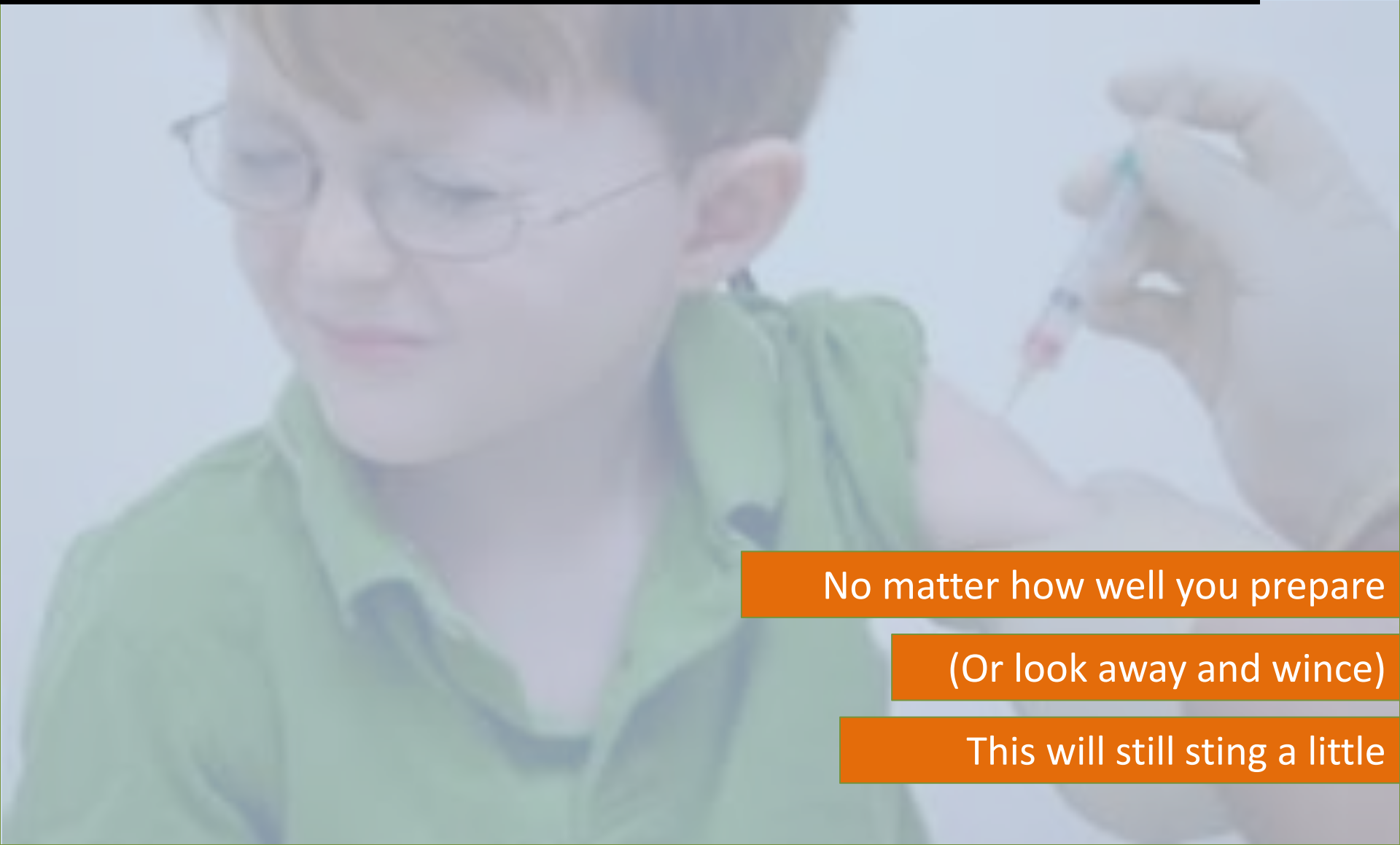
Improves natural lighting and views

Consolidates multiple staff offices

2:1 ratio of seats per person

Photo courtesy of Gensler

You are Not Immune



No matter how well you prepare

(Or look away and wince)

This will still sting a little

Total Workplace - *FIT Initiative*

If you are going mobile

GSA can assist with furniture and IT procurements by providing upfront funding that is paid back over time through an Occupancy Agreement



Furniture (5 years) & IT (3 years)

For more info: www.gsa.gov/totalworkplace

Total Workplace – *Flex Space*

You should practice first

Rent PBS conference and hoteling work space on a charge per use basis, for specific times or intervals, payable through an RWA or OA.



(shell cost + operating cost + security cost + joint use fee / 250 days)

Thank you and Q&A!

More info? Contact NCR Office of Planning & Design Quality

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www.gsa.gov/ncrmobileworkplace